

## **COMMUNITY SERVICE OFFICER**

### **DEFINITION:**

Under general supervision, is a civilian employee who provides selected aspects of non-hazardous general law enforcement services to the community which do not require the legal powers of a sworn police officer.

### **CLASS CHARACTERISTICS:**

This is a civilian law enforcement classification. Principal duties include response to non-hazardous calls for service, reporting and follow up of selected crimes and other non-criminal incidents, parking and vehicle abatement enforcement, traffic control, assisting in crime prevention activities, assisting in animal control duties, and other law enforcement services and duties as required. A significant degree of initiative, independent judgement, and discretion is required. The ability to positively interact with community members and professionals from other government agencies is required of incumbents to develop, maintain and successfully perform this customer service position. Supervision is available in non-routine circumstances.

### **IMPORTANT AND ESSENTIAL DUTIES:**

1. Answer non-hazardous calls regarding selected law enforcement matters, enforce selected City County or State laws and ordinances or request assistance as required.
2. Secure information from parties at an incident scene and follow through on investigations.
3. Maintain accurate records and write accurate incident or crime reports.
4. Direct traffic at emergency or congested situations.
5. Serve subpoenas.
6. Assist with crime prevention, public education, and acts in collaboration with other community organizations.
7. Perform parking enforcement and abandoned vehicle abatement duties.
8. Assist in animal control officers duties.
9. Conduct follow up of selected investigations and assist in locating missing juveniles.
10. Collect and assemble information as may be required to assist in criminal investigations.

11. Collect and assist in packaging evidence at crime scenes as directed.
12. Utilize computer equipment to access information and complete reports.
13. Provide and answer inquiries from the general public.

**OTHER JOB RELATED DUTIES:**

1. Performs other related duties as assigned.

**PHYSICAL DEMANDS:**

1. Standing: Community Service Officers stand while taking police reports, communicating with citizens at the front counter, and also in the scope of confirming warrants at the warrant index file. Standing is also required while contacting citizens during the normal course of duty. They also stand while performing vehicle abatement duties.
2. Walking: They walk while in the police facility on police business such as filing a report, attending briefings or during training programs. Community Service Officers walk to and from a home, business or other site where they are performing field duties.
3. Sitting: They may sit in a vehicle for extended periods while performing field duties. They also sit while conducting training or performing office tasks and report writing at the police facility.
4. Stooping/Bending: Stooping and bending are necessary in the scope performing duties in the field or in the police facility. Due to the amount of electronic, radio and computer equipment in the facility the majority of book and manual shelves are below waist height. Stooping and bending may also be required while performing field duties such as evidence collection and assisting in the investigation of other incidents.
5. Lifting: On occasion it might be necessary to assist a Police Officer in carrying a traffic collision victim. Community Service Officers may have to lift items of evidence or recovered stolen property such as television sets, computers, stereos, bicycles etc.
6. Carrying: This would be the same as lifting. Community Service Officers may be required to carry moderately heavy objects while working on special assignments such as property and evidence.
7. Pushing/Pulling: Community Service Officers may find it necessary to push and pull large manuals in and out of below waist level book cases while in a standing and/or in a sitting position. Pushing and pulling may also be required while working on special assignments processing property or evidence and vehicle abatement.
8. Balancing: Community Service Officers may find it necessary to maintain balance while

reaching for and placing items on storage shelves or book cases.

9. Climbing: Climbing small ladders or foot stools may be necessary when reaching for and placing items on storage shelves, book cases, or filing cabinets. Climbing stairs would be necessary to access all parts of the police facility.
10. Twisting/Turning: Twisting and turning would be required when conducting traffic control or other field duties.
11. Kneeling: Kneeling would be necessary to maintain function ability of computer printers, and retrieve and replace resource material from low level book shelves. Kneeling may also be required while collecting property and evidence, or during other field duties.
12. Reaching: Community Service Officers will be required to reach during the operation of radio equipment. Reaching would be necessary to retrieve and replace resource material from low level book shelves.
13. Manual Dexterity: It is necessary for Community Service Officers to handle radio equipment, telephones, and typing at computer keyboards possibly while driving a vehicle at the same time.
14. Speed: Community Service Officers work at their own pace. However, during emergency conditions, Community Service Officers must respond to multiple calls for service and increased radio traffic. This may place extraordinary physical demands on the Community Service Officers to maintain efficient and acceptable performance..
15. Talking/Hearing: It is essential for Community Service Officers to have the ability to talk and hear normally since they must be in constant communication on the radio with police officers and the communications center regarding police or fire service. They need to know the police radio code system and have the ability to listen and write and/or type at the same time.
16. Seeing: Good vision is a requirement of the job. Community Service Officers need to be alert at all times for any visual hazard involved in providing traffic control and other related field duties. A full spectrum of color vision is required to differentiate colored traffic signals, persons clothing descriptions or other objects of evidence they may encounter.
17. Running: Running is seldom required of any duty of the Community Service Officer.
18. Pushing with Feet: Pushing with feet may be required while working in the police facility. All chairs in the center are on wheeled bases. It is necessary to be able to push or propel the chair with your feet while moving about the police facility during the normal course of duties.

## **ENVIRONMENTAL CONDITIONS:**

1. Temperature / Weather: Community Service Officers assigned to field assignments can be exposed to all types of weather conditions. They may be exposed to very cold, damp or wet conditions outside at night or very hot and dry conditions during the day. Community Service Officers also work within the police facility in a temperature controlled environment and out of inclement weather except in the event of emergency or special event.
3. Noise/Vibration: Community Service Officers are exposed to the noise of the police radio, normal outdoor noise, and various noises of emergency vehicles working at traffic collisions or other emergency scenes.
4. Hazards:
  - a. Electrical: Working with equipment requires constant diligence in reporting wire breaks, malfunctions, and any liquid spills, which may result in electrical shock.
  - b. Mechanical: Working special assignments may require Community Service Officers to perform traffic related duties. There is a possibility of being hit by an automobile while directing traffic.
  - c. Explosives: Community Service Officers seldom, if ever, work in an environment involving explosives.
  - d. Other: Community Service Officers may come into contact with a variety of unknown drugs which may enter the system by inhalation or through skin pores. While working special assignments, they may also be exposed to contagious diseases through contact with infected persons. Diseases may be transmitted to Community Service Officers by handling blood stained clothing as evidence. They may also be physically injured while assisting officers with traffic collision victims.

## **ATMOSPHERIC CONDITIONS:**

1. Fumes: Community Service Officers may be exposed to fumes from illegal drug paraphernalia booked into evidence .
2. Mist: Community Service Officers may be exposed to early morning mist while working special assignments.
3. Gases: Community Service Officers may be exposed to the odor of gasoline while refueling a vehicle. Community Service Officers may be trained to carry tear gas or pepper spray in conjunction with special assignments.
4. Ventilation: Community Service Officers are required to perform part of their duties in the police facility with mechanical ventilation.
5. Odors: Community Service Officers assigned to collect and process evidence/property may

be exposed potentially hazardous odors from illegal crime lab paraphernalia.

6. Dust: Community Service Officers are exposed to normal and environmental dust throughout their careers.

#### **FLOOR SURFACES:**

1. Community Service Officers stand on a variety of surfaces while performing their jobs. These include cement, linoleum, tile, carpet, asphalt, uneven dirt fields, and gravel among others.

#### **MACHINES/TOOLS/EQUIPMENT UTILIZED/HANDLED:**

1. Vehicle
2. Communications Trailer
3. Motorola radio equipment
4. Portable two-way radios
5. Keys to a variety of city locks
6. Report forms, pencils and pens
7. Car and station computers/printers
8. Copy machines
9. Fax machines
10. Citation books
11. Tape recorders/video cameras
12. Chemical agent weapons
13. Gasoline pumps
14. Misc. Office equipment

#### **QUALIFICATIONS**

##### **Knowledge of:**

1. Basic law enforcement terminology and concepts.
2. Basic report writing.
3. Interpersonal communications techniques for dealing with varied groups of people particularly in emergency situations.

##### **Skill in:**

1. Communicating verbally in a clear and effective manner.
2. Obtaining accurate information from individuals in non-emergency and emergency situations.
3. Handling multiple activities simultaneously while maintaining attention to detail.

4. Understanding and following oral and written directions.
5. Exercising sound, independent judgement within established guidelines.
6. Performing various civilian support services in an efficient and effective manner.
7. Maintaining accurate records and preparing clear and concise reports and materials.
8. Establishing and maintaining effective working relationships with those contacted in the course of the work.

**Ability to:**

1. Operate radio and telephone equipment, following departmental and F.C.C. regulations.
2. Quickly learn the policies, procedures and performance standards pertaining to the work.
3. Think and act quickly in emergencies and evaluate situations and people accurately.
4. Learn to operate automated police information systems.
5. Perform various law enforcement support work.
6. Safely drive a motor vehicle.

**OTHER REQUIREMENTS:**

1. Must be at least 18 years of age at time of appointment.
2. Graduation from high school or equivalent.
3. Must be willing to work various hours, rotating shifts, weekends and holidays.
4. Must be able to meet state standards for accessing criminal history information as determined by a comprehensive background and psychological examination.
5. Must possess a valid California Drivers License and have a satisfactory driving record.